

Team: Chief of Staff

Date:

INPUT DRAFT-ILLUSTRATIVE

Action Plan Summary

Key Assumptions			
<ul style="list-style-type: none">– CFO Training function will be taken over by SFA Administration.– Staffing and personnel issues transitioned to HR at appropriate date.– Enhanced CFO outreach is an important component of achieving CFO strategy.			
Team Goals			Key Success Indicators
<ul style="list-style-type: none">– Utilize FMS to eliminate separate spreadsheets & manual input for CFO budget formulation– Create more effective crisis management process– Establish outreach & external affairs function– Complete transition of HR Function– Complete transition of CFO Training to CFO Administration <p>Additional Goals</p> <ul style="list-style-type: none">– Ensure that employees feel free to do whatever is necessary to meet our customers needs– Assess the value we provide to our clients and measure their satisfaction with our products and services– Encourage cross-organizational leadership– Train and mentor to develop necessary management and leadership skills and behaviors– Empower employees and let them have input into critical decisions– Create processes for two way communication and acknowledging feedback– Define and clearly communicate performance expectations and measure results– Encourage and reward innovation and accountability– Create an environment which encourages people to constructively work together to achieve shared goals			<ul style="list-style-type: none">– X% FTE reduction for CFO budget formulation– Create a more effective crisis management process causing a X % reduction in FTEs needed for project support and crisis by 08/1/01– X% improvement in stakeholder satisfaction due to improved communication as measured by surveys by 05/01/01– HR functions transitioned by end of 9/30/01– Training transitioned by 09/30/01
Process/Function	Current	Total	Role In Goal Achievement
– Reporting	.25	.25	
– HR.	1.25	1.25	
– Travel Mgt	.25	.25	– Supports transition HR and training functions out of Chief of Staff Org
– Budgeting	.75	.75	– Implement the new budget formulation changes (spreadsheet, etc)
– Internal Communication	.5	.5	
– Project Support	0	.25	– Coordinates crisis management
– External Communication	0	.25	– Handle stakeholder communications
Total	3	3.5	

Key Actions	Impact	Start	Complete	Responsibility
Redesign budget formulation process so that spreadsheets are united or replaced and manual inputs are eliminated	Reduction of errors made and time spent for budget formulation	01/01/01	04/01/01	Snyder
Implement Crisis Mgt Coordination	Improved Crisis Mgt shown through less time spent on this function	01/01/01	08/01/01	Snyder
Implement Outreach and External Affairs communication function	Improved stakeholder satisfaction measured through surveys	01/01/01	05/01/01	Snyder
Complete Transition of HR Function	FTE reduction because of transition	01/01/01	09/30/01	Snyder
Transition training function to CFO Administration	FTE reduction because of transition	01/01/01	09/30/01	Snyder

Function/Activity Detail

Process/Function	FTE's	Description of Key Work Activities
Reporting		
Weekly reporting from managers, report 2000	.25/0	
HR.		
CFO Training (projections, registration, payment, approval for CFO)	.5/0	
HR/ Personnel Management	.75/0	
Travel Mgt		
CFO Travel (authorizations, vouchers, approval, transmission for CFO)	.25/0	
Budgeting		
CFO Budget Formulation	.75/0	
Internal Communication		
CFO executive support	.5/0	
Project Support		
Crisis Mgt Coordination	0/.25	
External Communication		
Outreach and External Affairs	0/.25	
Total	3/.5	